

Palmetto PESTalk

The official publication of the South Carolina Pest Control Association

Message From The President

The weather has certainly cooled off in recent weeks, and I trust that this has provided a well-deserved break for everyone.

Many of us were able to attend PestWorld last month in Baltimore. It was a great meeting and a time of fellowship and connecting with vendors and other professionals in our industry. With a great lineup of speakers on various topics, it was also an excellent educational opportunity. For those who were unable to take part in PestWorld, we will have another opportunity for training and networking at the **Pest Pro Summit**, which will be held February 11-13, 2018, at the Charleston Marriott. Please begin making plans to attend if you have not done so already. We expect this year's meeting will be the best yet, and we are


looking forward to seeing you all there. Thank you, Forshaw, Inc. for your continued support as the Presenting Sponsor.

On several occasions in the past, I have talked about the changes in the Urban Entomology department at Clemson University, and we are continuing our efforts to engage Clemson on replacing Dr. Pat Zungoli's position as Professor of Urban Entomology. We have recently had positive communication from Clemson on developments to fill the position, and we are encouraged by the direction in which the university is going. I hope to share more in depth news in the coming months as we continue exploring opportunities to influence Clemson's future plans for the department. The association has not previously been involved with Clemson in this capacity,



Ben Walker
President, SCPCA

but I believe with the support of SCPCA, including individual support from each of you, we can continue to strengthen this program in years to come.

In closing, I would like to wish you all a happy holiday season. I hope it will be a time of joy and blessings for you and your families. 

Ben Walker, SCPCA President



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Notes From the Executive Director



Jim Wright

*Executive Director of the
SC Pest Control Association*

A new and very important member benefit was recently rolled out to our members. Few things are as important to our families, our businesses and our employees as access to good health care benefits. The **NPMA Health Insurance Exchange** partners with well-known insurance providers to offer members affordable benefits that help solve the problem of health insurance in a confusing and unpredictable marketplace. Click on the link above to see how this new member benefit can help you.

You will recall I reported to you in the last edition that the NPMA had launched a new **Online Resource Center**. If you have not taken time to visit this website I encourage you to take a moment and look at what is available. Every business could benefit from something found among these “resources”. There is literally everything from online technical training, to business resources, HR guidance, to regulatory compliance information and more. The functionality of having these resources found in one place saves you the time and frustration of chasing down sources and I submit this will become your “go to” source of information.

The **SC Pest Management Charitable Foundation**

recently held the inaugural **Charity Golf Tournament** at the Members Club at Wood Creek in North East Columbia. There was an admirable turnout for this first time event with about 16 teams representing our industry. The intent of this fund raising opportunity was to develop resources to initiate and fund a Leadership Course for the next generation of leaders in our industry. Also, a long range goal is to help fund a position in the Urban Entomology Program at Clemson University. The support from this Clemson program is critical to the long term success of the pest management industry in SC.

The online registration is now live for the **2018 SPCCA Pest Pro Summit**. This year we will be meeting back in Charleston, SC at the Marriott Hotel on February 11-13. The program is one of strongest we have developed... ever. Listening to your comments, this year we have a multi-discipline program that includes the traditional topics for structural pest control, owner-managers and for the first time a track for Ornamental and Turf topics. Please be on the look-out for the registration information and sign up quickly and secure your place at this meeting.

Finally, as I write this message, I am truly thankful at this time of the year. We live in a great state in an amazing country and have the opportunity to work hard and prosper in a wonderful industry. Let us all be thankful and remember the glass is mostly full for all of us...have a blessed holiday.

If there are things that the SPCCA can do for you please, let us know. 

Best regards... Jim



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PESTalk Issue and Material Due Dates:

January/February	January 20
March/April	March 20
May/June	May 20
July/August	July 20
September/October	September 20
November/December	November 20

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A few weeks ago my wife and I were invited to our granddaughter’s school for breakfast. It was Gravy Biscuits with Grands! Being in kindergarten, Lucy was very excited to show us her school, meet her friends and teacher, and visit her classroom. I have not been to a kindergarten classroom in a long time. I noticed two things while visiting. I noticed how the kids store their backpacks, jackets and hats essentially all in the same cubical area, which made me think about head lice problems; but that will be for a future newsletter. I also noticed how Lucy gets paid for a day’s work. Every kid’s name in the class is on a chart with different colors; they all start out on the color green. If you do well, you move up the chart to pink, purple and can achieve the highest color scheme: polka dot! If you don’t do

well, you move down to yellow, orange, red and black. If you get black you will be seeing the principal and whatever follows after that.

Every day Lucy has been in school, she has moved up to at least pink, if not higher. Every day after school, Lucy’s mom asks her what color she was at the end of the day, and Lucy gives her proud color report. That was until last week when they had their first field trip and all the kids got a little excited, including Lucy. When Lucy was asked about her color for the day, she had to report: just green. Shocked by her lack of achievement, Lucy’s three year old sister, looked her dead in the eye and said, “SERIOUSLY?” Like, “Tell me about it, girlfriend!”

CLEMSON, continued on page 4

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CLEMSON, continued from page 3

As grown-ups, we usually start at green and stay there because it is the color of money. Our scale is *how much green* stuff you get or don't get. Do well and you usually make more money. Do not so well and you make less. Even though we strive to do well every day, like Lucy, we occasional have off days or even off longer down periods in our work lives. In my job, I get a lot of calls and emails about unresolved pest problems. In some cases, the caller is upset with their pest control company. They may be upset about a lack of control success by their hired firm, but more often they are upset with what they perceive to be lack of communication and knowledge by their service technician about their situation. When people call me, many are considering switching to a different pest control service provider; and we know it is easier to keep a client than to find a new one. So while we can't have a

perfect track record in kindergarten or in our work as adults, keeping the lines of communication open with your clients if you are having call-backs, and taking the time to research what went wrong and get the information you need to solve the situation will help you keep client informed and you in the green. Seriously.

Rating Out Pests

In mid-November, I was invited by Phil Hall with Gregory Pest Solutions to visit a commercial account in the Greenville area to service many rodent bait stations. However, my part of the visit wasn't to do rodent control, but rather collect brown recluse spiders, *Loxosceles reclusa*, that Phil discovered a few months earlier in and around the bait stations. I wanted to collect the spiders for a DNA research project on the relationships of brown recluse spider populations in different areas of the southeast, being conducted at North Carolina State University. To

**Brown Recluse Spider**

help with the project, I needed to collect into 100% alcohol as many brown recluse spiders as I could get. During the service, I collected 24, from young spiderlings to adults.

While observing brown recluse spiders is always attention-grabbing, the most interesting aspect to me while servicing the stations were all the other insects and related arthropods in each bait location. The fauna I collected from stations included wood cockroaches, American cockroaches, wolf spiders,

CLEMSON, continued on page 5



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CLEMSON, continued from page 4

fishing spiders, spitting spiders, southern house spiders, cellar spiders, black widow spiders, false widow spiders, grass spiders, jumping spiders, centipedes, millipedes, earwigs, camel crickets, three species of stink bugs and, of course the 24 brown recluse spiders. Many of brown recluse were spiderlings but two or three were larger adults.

It was interesting to me how each station was a habitat for a variety of pests. The rodent bait being used had a wax and grain matrix with the active ingredient brodifacoum. Brodifacoum is not toxic to invertebrates, so it provides a great food source for chewing insects. While doing the service, I saw several American cockroaches near the rodent bait that were probably feeding on it until we disturbed the station.

I was surprised to see so many native wood cockroaches. The most

frequent species I saw was *Parcoblatta pennsylvanica*, the Pennsylvania wood cockroach. Wood cockroaches tend to live in wooded areas under tree bark and under organic debris where high moisture levels are retained. In these locations, they are general feeders on the organic matter. Due to their high moisture requirements, especially for successful development of the egg case, they rarely become indoor pests. The way the rodent bait stations were designed, with a concrete block weight in the bottom, access ports and anchor holes, they held enough water from rain and runoff to retain water for extended periods, providing the moisture necessary for the wood cockroaches to survive and thrive. So each box essentially was a micro-ecosystem, with the basics of food, water and shelter.

With so many insects able to live in the stations, it provided a great resource for all the predators collected, including



Parcoblatta pennsylvanica

the centipedes and spiders. The stations also had a lot of nooks, crannies and crevices that make great areas for webs. The main station compartment was a good foundation for cobweb spinning spiders like black widows, and the nooks and crannies made a good foundation for web-nest retreats for the ambush spiders like southern house spiders and the brown recluse spiders. The black widow spiders and southern house spiders tended to be alone in the

CLEMSON, continued on page 6

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CLEMSON, continued from page 5

stations. Where found, brown recluse spiders were often in groups of two or more.

In a 2003 article in *Nature*, Jamel S. Sandidge published a brief communication on *Scavenging by Brown Recluse Spiders* (*Nature*, 2003 Nov 6;426(6962):30). It was in response to the collection of over 2,000 brown recluse spiders from a single home in Kansas, where no resident was ever harmed by the spiders. How could the brown recluse spider population get so large? Sandidge did some laboratory prey-choice experiments where he observed that brown recluse spiders prefer to feed on dead prey over live prey. In a rodent bait station and nearby area, it is likely that plenty of dead food is being provided.

So a rodent bait station can be a great location for many invertebrates,

including spiders, because of the nature of the design and where they tend to be placed. That can be a good thing and a bad thing. It is bad from the aspect of providing excellent habitat for a variety of pests such as spiders that could bite a technician. It is good thing in giving you a monitoring tool and a place to target insecticide treatments. As for monitoring, if it had not been for the rodent bait stations at the commercial site in Greenville, the presence of the brown recluse spider may not have been discovered.

In summary, if you are servicing rodent bait stations, especially at a commercial site where you can take a little extra time, try to look closely at any invertebrates you encounter, especially the spiders. Stay alert during your service and don't forget to wear your gloves. While the rodent bait you are probably using won't kill invertebrates,

a well-applied insecticide spray or bait around the station could provide good control as a "treatment-trap" site, similar to trap-crops for treating pests in agricultural systems. If you decide to do an insecticide treatment around the stations, make sure that you use a good quality spray that will hold up in the environment you are treating, which may be dusty or dirty and moist. Also, if you make applications, make sure you are following label directions and are treating in a way that will minimize masking the rodent pheromones around your stations. You don't want to deter your primary goal of getting rodents to enter your stations and eat the bait. In the end, do a good treatment that will still provide the primary function of killing rodent pests but will also kill invertebrate pests, including spiders that like to be reclusive and feed on dead stuff.

CLEMSON, continued on page 7



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CLEMSON, continued from page 6

Sap Beetles

During the fall many people have stored or preserved food grown during the past summer. Sometimes, unusual insects can “appear” that have never been seen before by the residents. One of these groups includes the sap beetles. Sap beetles are in the insect family Nitidulidae.

Sap beetles are common outdoors and generally are not an indoor pest. Many



Sap Beetle

species feed on plant sap, and fermenting or souring plant fluids. Some species feed on dead animal carcasses or even old honey bee colonies. Some sap beetles, especially in the group *Carpophilus*, feed on or around corn. The immatures feed inside the kernels at the tip of the ear. They can be brought into homes in corn, especially corn used for canning. They do not harm structures.

If sap beetles are identified in one of your accounts, you will need to figure how and where they entered the structure. Some specimens may be incidental invaders into the structure, especially if an agricultural crop is grown near the house. However, specimens inside the house may be coming from a stored food product like corn. The best long term control will be to find and remove any areas where they are breeding. If they are entering from outdoor locations, try to exclude them by sealing entry points. If they are infesting food from inside the

structure, do a careful inspection and remove infested material.

See the following link for more general information about sap beetles: http://entnemdept.ufl.edu/creatures/field/corn/sap_beetles.htm

Clemson University Fall Forum A Success

On October 25, the fourth annual **Clemson University Fall Forum** (FF) was held. In the past the FF was held on the Clemson campus. This year we moved to the newly renovated University Inn (formerly the Ramada) near the Clemson campus. The University Inn provided a great meeting space with plenty of parking and easy access to the facility. The program had five presentations with recertification credits available for EPA categories 3, 7 and 8. Dr. Dan Suiter from the University of Georgia was our

CLEMSON, continued on page 8

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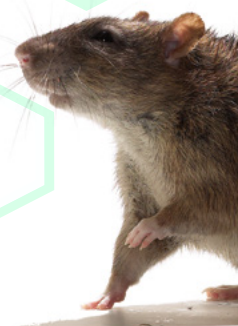
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kick-off speaker presenting his latest research on ant control, including the very invasive tawny crazy ants which are established in Georgia. Dr. Janet Kintz-Early and Dr. Kristen van den Meiracker from JAK Consulting made presentations on Perimeter Pests and Pests That Make You Itch. Mr. Dean Burroughs from Terminix Services, Mr. Ryan Okey from the Department of Pesticide Regulation and I did a special two hour presentation and panel discussion on issues with spray foam insulation and termite control.

At the FF we had almost 120 participants. As for past forums, the evaluations of the program were very positive. Most questions on the program evaluation were on a scale of 1 to 5 with 1 = strongly disagree, 2 = disagree, 3 = neither, 4 = agree and 5 = strongly agree. About 100 evaluations were turned in. When asked "Overall, the presentations provided useful information" participants gave an

average response of 4.47. When asked "I expect to adopt new control practices as a result of attending this program", the participants gave an average response of 4.04. Some evaluations included comments such as: "Presentation of information was well organized, entertaining and educational," and "A diversity of topics was covered." As in the past we received a lot of suggestions for improving the meeting and topics for the future. We will review all the evaluations as we plan the fifth annual Clemson University Fall Forum for 2018.

ATT & WIR Spring Programs

We have set the dates and locations for Spring 2018 offerings for the **Wood Infestation Report (WIR)** training, the **Apprentice Termite Technician (ATT)** program, and the **Master Termite Technician (MTT)** program. The WIR program will be held at the main



building for the Department of Pesticide Regulation in Pendleton, SC on March 2. The ATT one-day program will be held on March 13 and again on March 14 at the Sandhill Research and Education Center (REC) in Columbia. The two-day MTT program will be held at the Sandhill REC on April 17-18. Early next year, you will be mailed more detailed information the locations and costs for each program. You will also be able to get information on the **SCPCA website** and the Clemson University website. In the interim, if you have any questions about these programs, contact Jackie Ellis by phone at (864) 656-5048 or via email at jells@clemson.edu.



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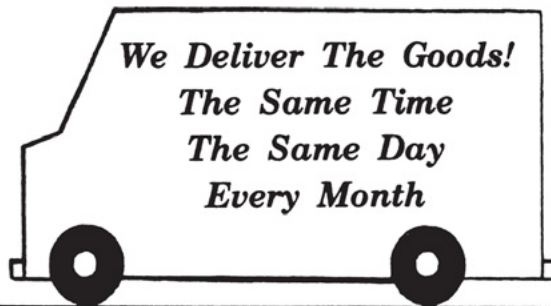
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ARE YOU A LIAR?

By Lloyd Merritt Smigel and Pat VanHooser

You may not intentionally be a liar but your employees may perceive you that way. Lloyd and I have interviewed many employees all over the country and one of the issues we always see is promises made and never kept.

Bill comes to you on Monday and says he needs a special piece of equipment for a job on Thursday. You assure him it will be here - and then you forget all about it. When Thursday arrives the job has to be postponed and Bill feels foolish in front of the customer – not to mention that the customer is not happy either.

You have one person in the office and she has told you she has to be gone on Friday because of a special event at her daughter's school. It's only for two hours and you agree to cover the office for her while she is gone. When it is time for her to leave you still aren't in the office and you don't answer the phone when she calls. So she locks up the office and goes. When she gets back the answering machine is loaded with messages and it's clear you never came back.

Yes, it's your business and you can




do whatever you want, but your office person is starting to think about finding a new job. And Bill wonders why he should care more about your business than you do.

There are plenty of examples, big and small, but the point is if you don't do what you say you are going to do, your employees think you are a liar and won't trust you.

Finding and training good people takes time and money. Once you get them you have to show them respect. Turnover is killing many of the small businesses we work with and one of the main reasons people leave is lack of respect. Delivering on promises you

make is a big way to show you respect the people who work for you.

I have known Lloyd for more than twenty years. I have never seen him without a small spiral notebook or index cards in his shirt pocket. If he promises to do something he makes a note of the person he promised, what he promised, and when he promised it would be done. And he checks that list throughout the day. As he completes a task he crosses it off the list. At the end of the day, if there are any items not completed, they get transferred to tomorrow's list. Most phones have a recording feature you can use for this purpose, or you might be glued to your tablet – that works too. But whatever you have to do in order to not let things slip through the cracks is the bottom line.

And one more thing, don't promise what you know you won't deliver. Kicking the can down the road to deal with later is a bad strategy. If you know you can't or won't do something, just say so. People would rather have honest bad news up front than a well-meaning lie that falls apart later. Don't be a liar. 

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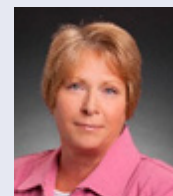
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Guru

For more than 15 years the Discovery Retreats have been run and owned by Lloyd Smigel. Lloyd is an icon in the pest control industry. Lloyd's business partner is Pat VanHooser. Lloyd and Pat have over 80 years combined experience in the pest control industry. They have literally done every job in the business. They've truly "been there and done that."



Pat VanHooser
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An extensive Exhibit Hall will feature and highlight the best our industry has to offer in products, services and technology. Plus, you can visit with sponsors and exhibitors during the networking breakfasts, lunches and happy hour to gain additional knowledge, or strike the ultimate deal.

The **Owner/Manager Package includes:** The Welcome Reception & Kick Off Party on Sunday, networking breakfasts, lunches and two full days of education Monday and Tuesday

There are two opportunities for one-day quality education tracks on Tuesday: the **Tech Fast Pass** or the **Turf & Lawn Pro Track**. Both include a networking breakfast and lunch with a full day of education sessions.

There are also two highly-recommended optional registration items available:

- The **3rd Annual Charity Pubcrawl** in Downtown Charleston- Join us Monday night for an awesome FUNdraising event!
- **Turf Pest Control Recommendations (WORKBOOK)** recommended for those attending "Weed ID & Control" on Tuesday.

Tech Fast Pass:

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- SCPCA Leadership Development Efforts (X)
- Blood Feeding Anthropods
- Fumigation
- Future of Termite Control - Is Less More?
- Hiring and Retaining Talent (X)

State credits may vary. See event website for details. (X) No credits available.

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- Understanding Pesticide Labels
- Mosquito Control
- When Pollinators Become A Pest
- Are Pests of Drains Germane?
- Spray Foam Insulation

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November-December 2017

Upcoming Events



PEST PRO SUMMIT
February 11-13, 2018
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UPCOMING WORKSHIPS

Wood Infestation Report (WIR) Program
March 2, 2018
 Pendleton, SC

Apprentice Termite Technician (ATT) Program
March 13, 2018 or March 14, 2018
 Columbia, SC

Master Termite Technician (MTT) Program
April 17-18, 2018
 Charleston, SC

For more information about workshops, please contact Jackie Ellis by phone at 864-656-5048 or via email to jells@clmson.edu.

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Thank you to all involved in our inaugural round. We are already planning next year's event!

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Randy Hunter, Trey Still, David Boremann & Tim Christensen

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3rd Place Team

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(**Gregory Pest Solutions**)

2nd Place Team

Ron Byers, Scott Collins, Jodie Chappell & Tim Christensen
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Local Associations & Meetings

Upper Piedmont Association

President: Dale Greene
Compass Pest Management
754 Mauldin Road, Suite 300
Greenville, SC 29607

Meetings: 2nd Tuesday in Odd Months
12:00 Noon
Carolina Fine Foods
625 E. Main Street
Simpsonville, SC 29681

Midlands Pest Control Association

President: Bobby Baine
Baine Termite & Pest Control, LLC
P.O. Box 3134
Irmo, SC 29063
bainetermiteandpestcontrol@yahoo.com

Meetings: 3rd Wednesday of Each Month
6:00 PM
Ocean View Restaurant
1000 Knox Abbott Drive
Cayce, SC 29033

CSRA

President: Steve Seymour: President
Advance Services, Inc.
P.O. Box 15457
Augusta, GA 30919
sseymour@bugstopper.com

Meetings: 3rd Tuesday of Each Month
Logan's Roadhouse
269 Robert C. Daniel, Jr. Parkway
Augusta, GA 30909

Charleston Pest Control Association

President: John McGee
Exclusive Pest Control LLC
5100 Monterey St.
North Charleston, SC 29405
john@exclusivebug.com

Meeting: 4th Tuesday of Each Month
5:00 pm - Dinner; 5:30 pm - Speaker/Meeting
Golden Corral Restaurant
4968 Centre Point Drive
North Charleston, SC 29418

Pee Dee Pest Control Association

President: David Alvey
Harris Pest Control, Inc.
P.O. Box 12405
Florence, SC 29504
dralvey@sc.rr.com

Meetings: 1st Tuesday Every Three Months
6:30 pm
Western Sizzlin
2688 David McLeod Blvd.
Florence, SC 29501

Grand Strand Pest Control Association

President: Dewey Brunson
Best Home & Property Services
P.O. Box 536
N. Myrtle Beach, SC 29597
deweybrunson@yahoo.com

Meetings: 1st Tuesday of Every Other Month
6:00 pm
Logans Roadhouse
1136 Oak Forest Ln.
Myrtle Beach, SC 29577

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 Phone: 803.420.6321

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 P.O. Box 2627, Columbia, SC 29202
 Email: rcobb@trustterminix.com
 Phone: 803.772.1783

Ross Woodall | *Term expires 2/18 (2nd Term)*
 Hired Killers Pest Control
 P.O. Box 1260, Greer, SC 29652
 Email: kller1@bellsouth.net
 Phone: 864.232.2406

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 4092 Business Park Ct., Evans, GA 30809
 Email: brussell@arrowexterminators.com
 Phone: 706.863.5404

Wille Richardson | *Term expires: 2/19 (1st Term)*
 Times Pest Control Specialists, Inc.
 P.O. Box 622, Honea Path, SC 29654
 Email: timespestcontrol@msn.com
 Phone: 864.369.0698

Region III (Pee Dee – North Coast)

Henry Moore IV | *Term expires: 2/18 (1st Term)*
 Moore's Premium Termite & Pest Control, LLC
 107C Queen Street, Georgetown, SC 29440
 Email: hmooreIV@yahoo.com
 Phone: 843.340.8100

Tim Harris | *Term expires: 2/19 (2nd Term)*
 Harris Pest Control
 P.O. Box 12299, Florence, SC 29504
 Email: tim@harrispestcontrolinc.com
 Phone: 843.665.4325

IV (Midlands-CSRA)

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 Baine Termite & Pest Control, LLC
 P.O. Box 3134, Irmo, SC 29063
 E: baineterminiteandpestcontrol@yahoo.com
 Phone: 803.550.1922

David Brunson | *Term expires: 2/18 (2nd Term)*
 Brunson Pest Control
 405 Clearwater Rd., North Augusta, SC 29841
 Email: david@brunsonpestcontrol.com
 Phone: 803.278.2477

Region V (Low Country)

Karl Kuester | *Term expires: 2/18 (1st Term)*
 Anchor Pest Management, LLC
 647 DuPont Road, Charleston, SC 29407
 Email: karl@anchorpestmanagement.com
 Phone: 843.906.9457

Steve Leidinger | *Term Expires 2/17 (1st Term)*
 Home Pest Control
 P.O. Box 2269, West Columbia, SC 29171
 Email: steve@homepest.com
 Phone: 803.794.8078

Allied Representative

Joe Grippi | *Term expires: 2/18 (2nd Term)*
 Bayer Environmental Science
 1204 Prairie Pond Circle, Raleigh, NC 27614
 Email: joe.grippi@bayer.com
 Phone: 919.418.9006

Member Resources. Links to the things you need most exclusively for SCPCA members. @ www.scpca.net